



Psychotherapy & Counselling  
Federation of Australia

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## POSITION DESCRIPTION

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**TITLE:** Membership Officer – Full Time

**REPORTS TO:** Membership Team Leader

**AWARD CLASSIFICATION:** Clerks Private Sector Award 2010, Level 2, Year 1 with an over - Award payment which gives an annual full time equivalent salary of \$51,948 per annum plus superannuation. Charitable Salary Packaging is also available

**HOURS:** 37.5 hours per week

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**MISSION:**

The Psychotherapy and Counselling Federation of Australia (PACFA) is a peak body for the counselling and psychotherapy profession in Australia. PACFA is a non-profit federation, made up of individual members, Branches and Colleges and Member Associations.

PACFA's mission is to advance the counselling and psychotherapy profession and to benefit members of the community who seek the services of counsellors and psychotherapists. PACFA's main functions include:

- Providing Membership services for individual and organisational members of PACFA, including providing professional development activities and conferences
- Maintaining the PACFA Register for registration of qualified and experienced practitioners
- Establishing and upholding professional standards relating to training, ethics and practice
- Accreditation of psychotherapy and counselling training programs
- Conducting research on the effectiveness of counselling and psychotherapy
- Advocating for the profession and representing PACFA and members' interests

**POSITION PURPOSE:**

This position will provide support to deliver membership management services, in particular to assist PACFA members to apply for and renew their membership via the on-line membership system. This will principally involve responding to membership queries, and assessing membership applications using membership assessment criteria.

**KEY RESPONSIBILITIES:**

Membership management:

- Updating database records for members
- Checking the membership renewal documents against the renewal requirements
- Checking membership applications against membership criteria
- Supporting members in understanding the application and renewal procedures
- Collate and distribute monthly lists of applicants to Private Health fund providers and liaise with members regarding Provider numbers
- Handling enquiries from students and potential members
- Presenting and distributing information to students at educational institutions
- Processing and reconciling payments in the on-line member Portal
- Provide insurance data to the insurance broker for new members and renewing members
- Handling general telephone enquiries
- General administrative duties
- Other duties as required including filing

**SELECTION CRITERIA:**

- General administrative experience and experience working in an office environment
- Experience in a customer service environment
- Ability to communicate clearly and to provide telephone support to members
- Competence using Microsoft Word and Excel
- Excellent numeracy and literacy skills
- Experience of records management practices
- Ability to work autonomously and in a small team environment

Desirable

- Experience using databases
- Experience in giving presentations would be an advantage

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**POSITION TITLE:** Membership Support Officer

I have read and accepted the above position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

PACFA Operations Manager: \_\_\_\_\_ Date: \_\_\_\_\_